

**BALDWIN PUBLIC LIBRARY**  
**Pandemic Response Levels of Service**

**Date: 6/4/2020**

*To be Updated by Administration on an As-Needed Basis*

Pandemic Response:	LEVEL 6 Virtual Only	LEVEL 5 Staff Only	LEVEL 4 No Direct Public Contact	LEVEL 3 Minimal Public Contact	LEVEL 2 Precautionary Public Contact	LEVEL 1 Full Service
	<b>"Virtual BPL"</b>	<b>"Staff Only BPL"</b>	<b>"Curbside BPL"</b>	<b>"Grab and Go BPL"</b>	<b>"Six-Foot BPL"</b>	<b>"An Even Better BPL"</b>
	March 15 - June 7	June 7 - June 14	June 15 - July 5	July 6 - TBD	TBD	TBD
<b>Priorities:</b>						
1. Protect the safety and health of our staff, volunteers and customers.						
2. As community service, sustain Library operations to the fullest extent possible.						
3. Communicate clearly, factually, and frequently.						
<b>Safety guidelines/exec. orders:</b>						
Stay at home	x					
Social distancing at 6'+	x	x	x	x	x	
Gathering/capacity limits	x	x	x	x	x	
Face masks in enclosed areas	x	x	x	x	x	
Temperature check		x	x	x	x	
COVID-19 testing			?	?	?	
<b>Supplies required to operate:</b>						
TP, Soap, Paper Towel	✓	✓	✓	✓	✓	✓
Hand sanitizer	x	x	x	x	x	✓
Disposable gloves	x	x	x	x	x	x
Disinfectant wipes	x	x	x	x	x	x
Disinfectant spray	x	x	x	x	x	x
Face masks or shields	x	x	x	x	x	
Touch free thermometers		BFD requirement	BFD requirement	BFD requirement	BFD requirement	
Sneeze guards		x	x	x	x	
<b>People allowed in building:</b>						
Library staff*	by appointment, as authorized	capacity limit, social distancing	capacity limit, social distancing	capacity limit, social distancing	social distancing	✓
Delivery/service personnel*	by appointment, as authorized	contactless, left on loading dock	contactless, left on loading dock	contactless, left on loading dock	✓	✓
Cleaning staff*	✓	✓	✓	✓	✓	✓
Volunteers - Friends*					social distancing	✓
Volunteers - general*					social distancing	✓
General public				capacity limit, social distancing, masks required, sick individuals asked not to enter, food and beverages prohibited	social distancing, masks required, sick individuals asked not to enter, food and beverages prohibited	✓
<b>Staff shared spaces:</b>						
Workrooms	social distancing	social distancing using public meeting rooms for additional work areas	social distancing using public meeting rooms for additional work areas	social distancing using public meeting rooms for additional work areas	social distancing using public meeting rooms for additional work areas	✓
Lounges	n/a	meal preparation only	meal preparation only	meal preparation only	social distancing	✓
Restrooms	n/a	prop open restroom doors where applicable	prop open restroom doors where applicable	✓	✓	✓
<b>Public access to spaces:</b>						
Stacks	n/a	n/a	n/a	social distancing, one-way aisles	social distancing, one-way aisles	✓
General Seating	n/a	n/a	n/a	reduced seating spaced 6' apart	reduced seating spaced 6' apart	✓
Idea Lab	n/a	n/a	n/a	n/a	appointment only	✓
Computer Lab	n/a	n/a	n/a	n/a	repurposed for temporary Idea Lab use	✓
Quiet Study Rooms	n/a	n/a	n/a	n/a	capacity limit of 1 person/1 family, doors left propped open	✓
Study Carrels	n/a	n/a	n/a	reduced seating spaced 6' apart	reduced seating spaced 6' apart	✓
Harry Allen Room	n/a	n/a	n/a	access to collection upon request	capacity limit of 2	✓
Claudia Ireland Room	n/a	n/a	n/a	n/a	reduced seating spaced 6' apart	✓

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<b>Story Room</b>	n/a	n/a	n/a	n/a	n/a	✓
<b>Restrooms</b>	n/a	n/a	n/a	entrance doors propped open for restrooms with multiple stalls	✓	✓
<b>Board Room</b>	n/a	n/a	n/a	n/a	n/a	✓
<b>Jeanne Lloyd Room</b>	n/a	n/a	n/a	n/a, used for staff work space	n/a, used for staff work space	✓
<b>Rotary Room</b>	n/a	n/a	n/a	n/a, used for staff work space	n/a, used for staff work space	✓
<b>Lower Level</b>	n/a	n/a	n/a	access to Family Restroom only	access to Family Restroom only	✓
<b>Digital Sign</b>	n/a	n/a	n/a	cleaned twice per day	cleaned twice per day	✓
<b>Services:</b>						
<b>Hours of service</b>	24-hour turnaround for requests	24-hour turnaround for requests	limited	limited	✓	✓
<b>Library cards</b>	issued to residents via webform with normal expiration date. Verification of employment/address via email	issued to residents via webform with normal expiration date. Verification of employment/address via email	issued to residents via webform with normal expiration date. Verification of employment/address via email	issued to residents via webform with normal expiration date. Filled out online at home or through OPAC in-house	issued to residents via webform with normal expiration date. Filled out online at home or through OPAC in-house	issued to residents via webform with normal expiration date. Filled out online at home or through OPAC in-house
<b>Reference/readers advisory</b>	voicemail, email, webforms	phone, voicemail, email, webforms	phone, voicemail, email, webforms	phone, voicemail, email, webforms, service desks with social distancing and sneeze guards	phone, voicemail, email, webforms, service desks with social distancing and sneeze guards	✓
<b>Curbside Delivery</b>	n/a	n/a	For holds and on request. Available to anyone. Hot Picks are requestable and can be loaned to reciprocal patrons at no fee.	For holds and on request. Available to anyone. Hot Picks are requestable and can be loaned to reciprocal patrons at no fee.	For holds and on request. Available to anyone. Hot Picks are requestable and can be loaned to reciprocal patrons at no fee.	✓
<b>Technology assistance</b>	voicemail, email, webforms	phone, voicemail, email, webforms	phone, voicemail, email, webforms	phone, voicemail, email, webforms, service desks with social distancing and sneeze guards, no handling of patron-owned devices	phone, voicemail, email, webforms, service desks with social distancing and sneeze guards, no handling of patron-owned devices	✓
<b>3D Printing</b>	n/a	n/a	✓	✓	✓	✓
<b>Exam proctoring</b>	n/a	n/a	n/a	n/a	✓	✓
<b>Outreach</b>	voicemail, email, virtual programs, home delivery	phone, voicemail, email, virtual programs, home delivery	phone, voicemail, email, virtual programs, home delivery	phone, voicemail, email, virtual programs, home delivery	phone, voicemail, email, virtual programs, home delivery	virtual whenever practical + ü
<b>Public computers</b>	n/a	n/a	n/a	minimal quantity, 30-minute time limit	limited quantity, 60-minute time limit, by appointment only?, social distancing	✓
<b>WiFi</b>	✓	✓	✓	✓	✓	✓
<b>Printing</b>	n/a	n/a	Patrons may use PrinterOn and pick up print jobs via Curbside Pickup. Accounts will be charged printing fees.	Patrons may use PrinterOn and pick up print jobs via Curbside Pickup. Accounts will be charged printing fees.	Patrons may use PrinterOn and pick up print jobs via Curbside Pickup. Accounts will be charged printing fees.	✓
<b>Copier, fax, scanner</b>	n/a	n/a	n/a	n/a	with wipedown schedule and sign suggesting handwashing after use	✓
<b>OPACs</b>	n/a	n/a	n/a	n/a	with wipedown schedule	✓
<b>Youth tablets</b>	n/a	n/a	n/a	n/a	n/a	✓
<b>Cash handling</b>	online only	online only	online only	online only	✓	✓
<b>Vending machines</b>	n/a	n/a	n/a	n/a	n/a	✓
<b>Materials:</b>						
<b>Acquisitions</b>	digital, orders placed with suspended delivery	✓	✓	✓	✓	✓
<b>Weeding</b>	digital only	confirm storage capacity, social distancing	confirm storage capacity, social distancing	confirm storage capacity, social distancing	confirm storage capacity, social distancing	✓
<b>Returns</b>	not allowed	✓	✓	✓	✓	✓
<b>Quarantine</b>	n/a	72 hours	72 hours	72 hours	72 hours	✓

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<b>Due dates</b>	extended to August 1 (or 4 weeks after anticipated reopening date)	extended to August 1 (or 4 weeks after anticipated reopening date)	extended to August 1 (or 4 weeks after anticipated reopening date)	✓	✓	✓
<b>Fines</b>	waived within reason, check payments may be mailed	waived within reason, check payments may be mailed	waived within reason, check payments may be mailed	waived within reason, check payments may be mailed, credit card payment accepted	waived within reason, check payments may be mailed, credit card payment accepted	✓
<b>Holds</b>	holds lists frozen, new holds may be placed	holds lists frozen, new holds may be placed	✓	✓	✓	✓
<b>Checkout method</b>	digital only	digital, staff	digital, staff	digital, staff (discouraged), self-checks with wipedown schedule	digital, staff, self-checks with wipedown schedule	✓
<b>Shelving, shelf reading, etc.</b>	n/a	social distancing, low use times or when closed	social distancing, low use times or when closed	social distancing, low use times or when closed	social distancing, low use times or when closed	✓
<b>Magazines and newspapers</b>	n/a	n/a	n/a	n/a	✓	✓
<b>Free publications</b>	n/a	n/a	quarantined 24 hours upon receipt, displayed in vestibule rack	quarantined 24 hours upon receipt, displayed in vestibule rack	quarantined 24 hours upon receipt, displayed in vestibule rack	✓
<b>Puppets and toys</b>	n/a	Patrons with checked out puppets may keep the puppets. Returned toys will be heavily sanitized. Toys and puppets will not be circulated	Patrons with checked out puppets may keep the puppets. Returned toys will be heavily sanitized. Toys and puppets will not be circulated	Patrons with checked out puppets may keep the puppets. Returned toys will be heavily sanitized. Toys and puppets will not be circulated	Patrons with checked out puppets may keep the puppets. Returned toys will be heavily sanitized. Toys and puppets will not be circulated	✓
<b>TLN Delivery</b>	suspended	Bins quarantined for 24 hours before opening/shipping. Incoming bins disinfected (both inside and outside)	Bins quarantined for 24 hours before opening/shipping. Incoming bins disinfected (both inside and outside)	Bins quarantined for 24 hours before opening/shipping. Incoming bins disinfected (both inside and outside)	Bins quarantined for 24 hours before opening/shipping. Incoming bins disinfected (both inside and outside)	✓
<b>MeiCat interlibrary loan</b>	n/a	dependent on MeL	dependent on MeL	dependent on MeL	dependent on MeL	✓
<b>U.S. mail</b>	picked up by staff	picked up by staff	quarantine home delivery bags for 24 hours	quarantine home delivery bags for 24 hours	quarantine home delivery bags for 24 hours	✓
<b>Parcel delivery</b>	n/a	parcels opened as received following guidelines	parcels opened as received following guidelines	parcels opened as received following guidelines	parcels opened as received following guidelines	✓
<b>Donations</b>	not accepted	not accepted	not accepted	not accepted	highly discouraged	✓
<b>Programs:</b>						
<b>Format</b>	virtual only	virtual only	virtual only	virtual only	virtual, in-person programs only if can be conducted with social distancing	virtual whenever practical
<b>Summer reading prizes</b>	n/a	virtual only	virtual only or available for curbside pickup	virtual only or available for curbside pickup	virtual only or available for curbside pickup	✓
<b>Takeaway program kits</b>	n/a	n/a	✓	✓	✓	✓
<b>Friends' used book sales</b>	n/a	n/a	n/a	n/a	lobby sales table available	✓
<b>Meetings:</b>						
<b>Library Board</b>	virtual as permitted by law	virtual as permitted by law	virtual as permitted by law or in-person with social distancing in front lobby with front doors unlocked	virtual as permitted by law or in-person with social distancing in Rotary room	virtual as permitted by law or in-person with social distancing in Rotary room	✓
<b>Friends' Board</b>	virtual	virtual	virtual	virtual or in-person with social distancing in Rotary Room	virtual or in-person with social distancing in Rotary Room	✓
<b>Staff</b>	virtual	virtual or in-person with social distancing in Rotary Room	virtual or in-person with social distancing in Rotary Room	virtual or in-person with social distancing in Rotary Room	virtual or in-person with social distancing in Rotary Room	virtual whenever practical
<b>Public - see public access</b>						
<b>Communications:</b>						

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<b>Public</b>	Bulk message about closure and opening only to all patrons with email address, hours changed on website, virtual edition of Learn.Connect.Discover, BPL At Home section on website, social media, enewsletters, closure noted on voicemail greetings, signs on front doors, vacation response message on public/shared email addresses	hours changed on website, virtual edition of Learn.Connect.Discover, BPL At Home section on website, social media, enewsletters, closure noted on voicemail greetings, signs on front doors, vacation response message on public/shared email addresses	hours changed on website, virtual edition of Learn.Connect.Discover, BPL At Home section on website, social media, enewsletters, closure noted on voicemail greetings, signs on front doors, vacation response message on public/shared email addresses, Polaris notice language changed	hours changed on website, virtual edition of Learn.Connect.Discover, BPL At Home section on website, social media, enewsletters, closure noted on voicemail greetings, signs on front doors, Polaris notice language changed	hours changed on website, virtual edition of Learn.Connect.Discover, BPL At Home section on website, social media, enewsletters, closure noted on voicemail greetings, signs on front doors	✓
<b>Holds</b>	Holds suspended until 7 days after opening date.	New hold notification with pickup information sent 3 days before move to Level 4	✓	✓	✓	✓
<b>Staff</b>	All staff emails sent with library updates, virtual weekly management team meeting, virtual all staff meetings (scheduled as necessary), staff without email notified via phone by manager	All staff emails sent with library updates, virtual weekly management team meeting, virtual all staff meetings (scheduled as necessary), staff without email notified via phone by manager	All staff emails sent with library updates, virtual weekly management team meeting, virtual all staff meetings (scheduled as necessary), staff without email notified via phone by manager	All staff emails sent with library updates, virtual weekly management team meeting, virtual all staff meetings (scheduled as necessary), staff without email notified via phone by manager	✓	✓
<b>Cleaning regimen:</b>						
<b>Staff areas</b>	library staff per guidelines	cleaning staff with an emphasis on staff areas	cleaning staff with an emphasis on staff areas	✓	✓	✓
<b>Public areas</b>	Cleaning staff will perform deep cleaning	Cleaning staff will perform deep cleaning	cleaning staff will clean as needed	staff to wipe down high contact touchpoints midday, cleaning staff emphasize these areas nightly	✓	✓
<b>In case of positive COVID-19 case reported by staff member or patron</b>	building closed for 24 hours followed by professional cleaning and disinfecting	building closed for 24 hours followed by professional cleaning and disinfecting	building closed for 24 hours followed by professional cleaning and disinfecting	building closed for 24 hours followed by professional cleaning and disinfecting	building closed for 24 hours followed by professional cleaning and disinfecting	building closed for 24 hours followed by professional cleaning and disinfecting
<b>Staffing:</b>						
<b>Method of working</b>	teleworking, critical onsite functions only	limited teleworking as authorized, rotating shifts to facilitate social distancing and any capacity limits	limited teleworking as authorized, rotating shifts to facilitate social distancing and any capacity limits	limited teleworking as authorized, rotating shifts to facilitate social distancing and any capacity limits	limited teleworking as authorized, rotating shifts to facilitate social distancing and any capacity limits	✓
<b>Work schedule</b>	completely flexible other than being available to attend virtual meetings	very flexible to ensure safety in minimum and maximum number of employees working at a time	very flexible although coverage required to provide full hours of service and to ensure safety in minimum and maximum number of employees working at a time	very flexible although coverage required to provide full hours of service and to ensure safety in minimum and maximum number of employees working at a time	very flexible although coverage required to provide full hours of service and to ensure safety in minimum and maximum number of employees working at a time	✓
<b>Productivity expectations</b>	trust staff to do their best with available resources	✓	✓	✓	✓	✓
<b>Compensation</b>	full compensation for all staff for hours scheduled to work	Pay only for hours worked. Staff allowed to take time off with permission of supervisor. Ill staff must staff home.	✓	✓	✓	✓
<b>In case of positive COVID-19 report by staff member</b>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>	<a href="#">employees working in close contact (6) for prolonged periods should follow CDC guidelines to self isolate or quarantine</a>
<b>*Must understand and comply with WORK-6 Safety and Emergency Preparedness – COVID19 Guidelines.</b>						
<b>"✓" denotes standard operating procedures.</b>						